

Shetland Community Safety & Resilience Board

10th September 2019

Council Chambers, Town Hall, Lerwick

10am – 12pm

Agenda

1. Welcome & Apologies
2. Previous Minutes & Matters Arising

Police Scotland

3. Performance Against Local Policing Plan

Scottish Ambulance Service

4. Scottish Ambulance Report

Coastguard

5. Coastguard Verbal Update

Scottish Fire & Rescue Service

6. Performance Against Local Fire & Rescue Plan

Emergency Planning

7. Resilience Activity

AOCB

Dates of Future Meetings:

14th November 2019

Community Safety & Resilience Board

Held on the 22nd of May 2019, in the Town Hall, Lerwick

Agenda Item

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Present

Cllr Alastair Cooper	SIC (Chair)
Cllr Allison Duncan	SIC (Vice-Chair)
Rachel McDill	Community Planning & Development
Vaila Simpson	Community Planning & Development
CI Lindsay Tulloch	Police Scotland
DI Martin Brill	Police Scotland
Elaine Skinley	Roads
Matt Mason	Scottish Fire & Rescue Service
Angus Galbraith	Scottish Ambulance Service

Apologies

Cllr Malcolm Bell	SIC
Cllr Stephen Coutts	SIC
Cassie Stephens	Coastguard
Errol Smith	Coastguard
Jim Godman	Coastguard
Maggie Sandison	Chief Executive, SIC
Dr Susan Laidlaw	NHS
Ingrid Gall	Emergency Planning

1. Welcome & Apologies

Cllr Cooper thanked everyone for coming and opened the meeting. Apologies were read. Cllr Duncan paid tribute to the professionalism and quick response of the ambulance service crews and police officers who had attended a road traffic incident he had been involved in earlier in the day.

2. Previous Minutes & Matters Arising

There were no objections to the minutes or changes proposed. CI Tulloch moved to adopt them; Cllr Duncan seconded this.

There were no matters arising.

3. Police Scotland

Cllr Cooper advised that this item was being moved up the agenda to allow CI Tulloch to attend another meeting. CI Tulloch referred to the Police Scotland Annual Report:

Roads Safety

CI Tulloch highlighted a steady increase in incidents detected, and that there were no road fatalities in the year. He noted that the Driving Ambition campaign will be carried out again this summer, along with special work on heavy goods vehicles.

Violence, Disorder and Anti-Social Behaviour

Drug offences are on par with previous years; this remains a top priority and work is ongoing with Dogs Against Drugs to tackle this. There has been an overall decline in cases of assault, while breaches of the peace are comparable to last year, but still lower than the 5 year average.

Vandalism in the reported period (April 2018- March 2019) was comparable to the preceding year, but CI Tulloch advised that there has been a spike in incidents of vandalism since then, with around 20 occurring since April this year. These have taken place mostly at night after the pubs close at the weekend, and have mostly targeted vehicles. CI Tulloch added that incidents such as this, where they are only noticed considerable time after they take place, are very difficult to detect.

Dogs Against Drugs continue to perform preventative work in schools. The *Fearless* campaign is also being carried out to encourage children and young people to be aware of crime and to feel confident to report incidents online. The Police are also working with the SIC and Trading Standards to raise awareness of online scams and fraud.

CI Tulloch sought to contextualise the stop and search figures presented in the report: there were 243 searches conducted in the 12 month period. Of these, 57 were found to be in possession of an illegal substance, and a further 3 items were confiscated for the health and wellbeing of the individual.

Acquisitive Crime

Shetland continues to have low levels of acquisitive crime, although CI Tulloch advised that the level of this was slightly higher in 2018-19 than in the previous year. He added that there has been a significant increase in incidents as of April 2019, with approximately 30 cases reported. CI Tulloch noted that many of these thefts were of alcohol from one particular licensed premises; this will be referred to the Licensing Board.

Protecting People at Risk of Harm

CI Tulloch explained that Shetland's detection rate for domestic abuse was very high, at over 80%. MARAC is continuing to work well and has been funded through the Integrated Joint Board. He noted that there has been a real commitment to MARAC from all the agencies involved.

Serious & Organised Crime

There is a focus on 'county lines' crimes, which is where criminal networks from outwith Shetland target vulnerable member of the community, using them to move drugs into the isles discretely, and sometimes moving into their home and operating out of it. CI Tulloch reported that there have been instances of this occurring in Shetland, and the community needs to be aware and report any suspicions. The Police are collaborating with frontline staff who work with vulnerable members of the community to try and detect this type of crime.

The Police have also shown *Slide*, a film targeted at young people, about how a person can unwittingly become involved in crime.

Counter-Terrorism & Domestic Extremism

The Police continue to implement the CONTEST Strategy. CI Tulloch said that Shetland has not really been affected by extremism so far, but noted that the international terror threat level is currently at 'severe', with the level for Northern Irish terrorism at 'moderate' and domestic extremism at 'low', so it is important to continue being vigilant.

Cllr Duncan noted the increase in knife crime occurring elsewhere in the UK, and asked if Shetland has had any arrests or seizures of offensive weapons; CI Tulloch replied that it is not a significant problem. He explained that while there have been incidents involving offensive weapons, these have all been isolated cases in a domestic context, and there have not been any incidents of such weapons being used in public.

Cllr Duncan asked how serious the county lines crime was in Shetland; CI Tulloch reported that there have been incidents, and noted that Shetland has been targeted by organised criminal networks for years. County lines networks target the young and vulnerable in the community, so the public need to be aware and ready to report any suspicions in order to help the Police detect these incidents.

Cllr Duncan asked if there has been an increase in illegal substances entering Shetland; CI Tulloch did not think there had been an increase. The Police have dismantled many operations to bring drugs into Shetland, but he noted that as long as there is still a market for illegal substances, these operations will always be replaced. The best way to counter this is to treat the problem at its source and reduce the market for drugs.

Cllr Duncan asked if the film *Slide* was going to be screened for all secondary schools in Shetland; CI Tulloch replied that it has not been shown in all of them yet, but they are working with each school to arrange the best time to screen it. It may be possible, as Cllr Duncan requested, to also show the film to Primary 7 pupils- CI Tulloch will look into this.

Cllr Duncan asked what the policing situation is with regard to Brexit; CI Tulloch said that the plans for mustering officers to support colleagues down south, as outlined at previous CSRB meetings, were currently stood down but will evolve with the changing political landscape.

Cllr Duncan commended the winter driving campaign, which he noted had been a big success, and asked if there would be a similar summer campaign; CI Tulloch said that the Police were engaged with the national summer driving campaign, which will be looking at people socialising over the summertime.

Cllr Duncan asked about the future of MARAC funding; CI Tulloch explained that MARAC is not statutory and thus is not funded by the Scottish Government. However, it had locally been agreed to work well in Shetland so it has been continued to be supported. The Scottish Government are currently looking at putting MARAC on a statutory footing, which would mean it attracted external funding. It is currently funded by the IJB, and Cllr Cooper noted that it had been funded through Women's Aid for the first few years.

Cllr Duncan asked about Dogs Against Drugs in schools, and to what effect this has reduced the usage of drugs in young people; CI Tulloch noted that it had been successful because despite the availability of illicit substances, the vast majority of young people in Shetland do not take drugs. This is based on feedback from young people, but CI Tulloch did not have specific evidence to confirm this.

Cllr Duncan asked if the recent spate of car vandalism has involved vehicles which were left unlocked; CI Tulloch noted that the cars have been locked and broken into but he is aware that many people in Shetland do indeed leave their cars unlocked.

Recruitment

CI Tulloch explained that currently the Police are down by 6 staff, but will be at full complement by the end of May with 2 new transfers, 3 probationary officers, 1 secondment and 1 promotion to the post of sergeant. There have been a number of applicants for special constables, but some of these have been unsuccessful at the entry exam.

Detection Rate

Cllr Cooper asked about the detection rate; CI Tulloch explained that overall detection rate was 77% from 1st April 2019. He broke this down further, with a 100% detection rate for serious violence, 37% for sexual offences (although he clarified that some of the cases being investigated are extremely complex and the investigations may take a significant amount of time), 53% for acquisitive crime (which, at around 30 incidents, was an unusually high number of cases), 25% for vandalism (which, being committed at night with no witnesses, and not being noticed until several hours after the crime has been committed, are very difficult to investigate), and 100% for common assault.

CI Tulloch noted that low-level, hard to detect crimes are bringing the overall detection rate down, and distorting the fact that the very few serious criminal incidents that occur in Shetland have a very high rate of detection.

Cllr Cooper asked to what extent the Police's report could be related to the community planning outcomes; CI Tulloch replied that the Local Policing Plan is totally aligned to the Shetland Partnership Plan, and everyone in the force is working towards these outcomes. Cllr Cooper requested a short report evidencing this; CI Tulloch will look at the reporting structure and try to align the outcomes with the Partnership Plan.

Cllr Duncan observed that at the last CSRB meeting, a report on the implementation of the new Domestic Abuse & Sexual Violence Strategy had been requested; CI Tulloch advised that the new legislation only came into force on 1st April 2019; 50% of officers have received special training in it, and it has already been used 2 or 3 times to good effect.

CI Tulloch noted that there were 33 incidents of fraud in Shetland last year, 25 of which were in the form of online or telephone scams, which shows how prevalent this type of crime is becoming. The crimes are often perpetrated by

international criminal enterprises based out with Shetland, and therefore very difficult to resolve. Cllr Cooper added that it is important for the public to be aware of these scams and to report them.

4. Scottish Fire and Rescue Service

Matt reported that there has been a reduction in accidental dwelling place fires, non-domestic fires and injuries in Q4, and instances of deliberate fires are low but stable. The number of special service casualties has significantly reduced, which may be due to a variety of reasons.

Unwanted Fire Alarm Signals (UFAS) remain an ongoing issue but the SFRS are working with partner agencies to help reduce these.

Availability has improved, although Fetlar remains an issue with its lower population.

Home Fire Safety Visits have exceeded the quarterly target, with 82% of visits to high-risk homes. Matt added that in Aberdeen, the number of HFSV targeted at high risk homes was only 21%.

The SFRS are working with the Community Justice partnership to deliver the Bridgehead project, which is targeted at young people with offending behaviour or at risk of offending. The project will put them through a 5 day developmental course based on fire service training. This has been a success based on good feedback from the participants, and Matt reported that it has attracted interest from outside Shetland.

The SFRS are taking part in the Driving Ambition campaign alongside other agencies.

Matt advised that a new team on the mainland has been formed to support local businesses; there is a potential that an officer from this team will be able to come to Shetland to help the local SFRS engage with businesses in the community.

Recruitment

There have been 3 targeted recruitment campaigns; Lerwick, Brae and a campaign targeted specifically at recruiting female applicants in Lerwick. These were all successful, with 33 applicants being processed, which is the best-ever result, including new recruits from Fetlar. Recruitment is ongoing.

Significant Fires

Matt advised that there were 2 significant fires recently; Burns Lane in Lerwick, and the Fair Isle Bird Observatory. The multi-agency response to the Fair Isle fire was to be commended; Matt noted that it was probably the most challenging fire that will hopefully ever be faced in Shetland.

Cllr Duncan applauded all the agencies involved in the response for their work in such a difficult scenario. He asked if the reason for the fire had been identified; Matt explained that the SFRS are investigating with the Police and that high-quality footage taken at the scene would help with inquiries. As the investigation is still ongoing, he advised that he was not at liberty to discuss it much further, and added that there is a lead that is being followed. Findings will be released to the CSRB at the appropriate time, which will outline probable causes.

Cllr Cooper asked if a 'lessons learned' session would be useful after the report was finalised, held in private if necessary, as this was the first major incident on the island. Matt explained that he has carried out 5 debriefs so far, from a 'hot' debrief to a multi-agency strategic one, and noted that there will always be lessons to learn. The SFRS will be reviewing the island's mobilisation plan, which was successfully put into practice on the night of the fire, as well as a review of the resources on Fair Isle, which has a completely unique position.

Matt thanked the SIC, RNLI, Coastguard and Police for their 'terrific' support with the fire, despite its tragic outcome.

Cllr Duncan asked if the fire appliance in Fair Isle was 4-wheel drive; Matt explained that it is a 4-wheel drive appliance with foam capability.

Cllr Cooper asked if the new, more advanced appliances recently introduced to mainland Shetland would have made any difference; Matt advised that it was highly unlikely. A fire of that size and severity on mainland Scotland would have had over a dozen appliances fighting it with support from aerial appliances; in Matt's professional opinion the

building would have been lost even if Fair Isle had a newer appliance. A review will be carried out on the resources on Fair Isle, as the SFRS takes a risk-based approach to resource allocation.

Cllr Duncan asked about the 'reduction of pre-determined attendance' outlined in the SFRS report; Matt explained that this relates to how many fire appliances attend at an incident. Given the amount of UFAS that occur, the SFRS are looking at reducing the number of appliances responding to the sounding of a fire alarm, and if the fire is genuine they will be able to summon more appliances. Matt added that the NHS and schools have the highest numbers of UFAS, so they are looking at sending just one appliance during the daytime when the staff are in; 2 appliances would need to be sent at night as currently happens.

Cllr Cooper asked how many of the 33 new applicants were being recruited; Matt said that 22 have been interviewed so far, and a Health & Wellbeing Officer from the mainland will be coming up over the next fortnight to perform the physical assessments. The biggest obstacle is the entrance test, but all applicants are being given a chance to try it before the actual test is carried out. Historically, around 60% of applicants are successful.

Cllr Cooper requested a short, single-page report on how the SFRS report aligns with the Shetland Partnership Plan. Matt said that the SFRS continues to work toward the outcomes in the Plan, and will continue to look at aligning better for the next meeting. Cllr Cooper added that this can be delivered in private if need be.

Cllr Duncan asked if the training facilities at Sumburgh are used frequently; Matt did not have figures but advised that the facilities are in regular use. It is a genuine asset to the service as it allows for training to be delivered locally.

5. Scottish Ambulance Service

Angus apologised for the SAS's unexpected absence at the previous CSRB, and for Andy Fuller's inability to attend at this meeting.

A new Area Service manager, Marcus Shearer, has been appointed. Marcus has worked in Aberdeen and Orkney and will hopefully be able to attend the next CSRB.

Angus reported the progress of the First Responder scheme; there are 5 recruits although Bixter and the west side remain an issue. Recruitment will be re-advertised. The SAS will continue to develop Special Paramedics; there is currently only one in Shetland and she is currently on maternity leave. Angus will be travelling to Yell over the next week to finish training recruits in Yell.

Angus said that the SAS regularly looks at the response to Immediate Life Threatening Calls; there is an immediate investigation if the target response time of 8 minutes is not reached. He explained that this is almost always found to have been location-based. He further explained that 67% of cardiac arrest responses result in circulation being returned, over a target of 45%. For the last few years the target response time to a cardiac arrest is 3 minutes, which includes First Responders.

There is one patient transport post vacant, which will be advertised soon. This work is currently being covered by overtime.

The SAS will also be participating in the summer's Driving Ambition campaign alongside other services.

Cllr Duncan asked if Tingwall Airport gets used for medical flights; Angus said that it is, but pilots can only land there during daylight, and flying to and from that airport is at the pilot's discretion. Tingwall is usually the first choice- Scatsta has been used but this is very rare- although Angus reiterated that the decision of where to land is not made locally. Angus will provide statistics on Tingwall Airport's use for the next CSRB.

Cllr Cooper noted that it would be good for the SAS to align their reporting more closely with the Partnership Plan.

Cllr Cooper noted that there have been some incidents where the ambulance has been misdirected, and that some place names (i.e. Sullom) can lead to confusion; Angus explained that these incidents are very rare, and that most calls are made from a home. He added that, having heard some calls which are made from mobile phones out in the country, the descriptions that some callers give of their location would be impossible for even a life-long Shetlander to discern. He said that the issue is minimised, but somewhat unavoidable.

6. Coastguard

As no Coastguard members were present, the update will be postponed until the next meeting.

7. Road Safety Advisory Panel

Cllr Cooper noted the RSAP report.

Cllr Duncan asked about the status of the broken pedestrian crossing on South Road, mentioned in the report. Elaine explained that spare parts for this kind of crossing are not available, so it will need replaced entirely. However, the department are surveying whether the crossing would be better placed somewhere else, as the opening of the new Anderson High School has changed how this road is used. There is no timescale for this but Elaine thought it would be sometime this summer.

8. AOCB

Vaila explained that following a recent meeting, there has been some discussion about the Royal National Lifeboat Institution joining the CSRB. Cllrs Cooper and Duncan agreed, and asked Vaila to extend an invitation ahead of the next meeting.

Cllr Cooper thanked everyone for coming and closed the meeting.

SHETLAND ISLANDS - PERFORMANCE AGAINST LOCAL POLICING PLAN 2017/20
April 2019 – June 2019

PRIORITY – Road Safety and Road Crime

Intention – Whilst working with Partners, enhance Road Safety across the Shetland Area

Objective – Whilst working with Partners, deliver a Road Safety Strategy which focuses on: Challenging Driver Behaviour; Education at the road side and elsewhere; Detection of offences linked to contributing factors of Fatal and Serious Road Collisions; and collectively reducing potential harm.

Target		YTD 2018/19	YTD 2019/20	YTD Variation	Context/Narrative
Reduce the number of people killed on the roads in Shetland.		0	0	-	
Number of people detected for drink / drug driving offences	Shetland Isles – Due to system configurations these figures are not available at multi-member ward level.	8	3	-5	Includes failure to provide a specimen
Number of people detected for speeding.		20	51	31	60% increase speeding detections, linked to increased proactivity and targeting areas identified to officers by community councils and the public.
Number of people detected for mobile phone offences.		7	1	-6	
Number of people detected for seat belt offences		2	2	0	
Prevention and Intervention Activity	<p>Dedicated proactive crime car patrols have taken place targeting road traffic crime amongst other crime types. Coverage included outlying areas and islands.</p> <p>Road safety Morning took place at Scalloway Primary school, nursery and childcare facility. In addition partnership working between Shetland Islands Council and Police saw attendance at country shows and delivering advice and safety literature in order to deliver roads safety message.</p> <p>Driving Ambitions delivered at Brae and Lerwick.</p>				
Road Traffic Operations/Campaigns	Joint partnership working with VOSA.				

	<p>Operation Cedar - Operation CEDAR (Challenge, Educate, Detect and Reduce) builds on established practices and will continue to focus on various agencies working in partnership to reduce the number of people killed and seriously injured in the area. Operation CEDAR involves proactive multi-agency enforcement operations on the roads, which sits alongside education activity and is aimed at improving the behaviour of drivers of all ages behind the wheel.</p> <p>Partner agencies continue to work together to gain a greater understanding of the factors which could be used to improve the safety of everyone on the roads and together respond to these issues.</p>
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PRIORITY – Violence, Disorder and Anti-social Behaviour including Alcohol and Drugs Misuse

Intention – With partners, better understand the causes to prevent and reduce instances of Anti-social Behaviour, Violence and Disorder to enhance community safety across the Shetland Area

Objective – Work with partners to share information, support Education, Prevention, Diversionary and Enforcement Measures linked to harmful alcohol consumption; maintain robust procedures around licensed premises; support victims of violent crime by working with partners to improve service provision and prevent repeat victimisation.

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2018/19	YTD 2019/20	YTD Variation	Context/Narrative
Licensed Premises Checks			419	639	220	34% increase on same period last year, correlates with a reduction violence. The Pubwatch scheme has been operating successfully in Lerwick and is supported by all license holders and the Licensing Forum. There are plans in place to develop the scheme out with Lerwick to the rural areas of Shetland.
Increase the number of positive stop searches/ confiscations for those possessing alcohol.						See Stop and Search details at Antisocial Behaviour / Disorder section below
Increase the number of positive stop searches/ confiscations for those possessing drugs.						
Total number of charges of drugs related offences	6.6	6.0	5	3	-2	Number of detections for Drugs supply, production and cultivation In addition on 6 occasions, packages have been intercepted prior to delivery.
Number of detections by the 'Dogs against Drugs'				5		Police Scotland, in conjunction with Dogs against Drugs resource has scanned 2000 persons entering the Shetland Islands area.
Reduce the number of Breach of the Peace/Threatening, Abusive behaviour Crimes	31.0	27.3	20	22	2	Threatening and Abusive Behaviour Crimes and Offences. Figure well below 5 year and 3 year average.

Reduce the occurrences of common assault	42.8	39.7	27	44	17	77% detection rate
Reduce the number of premises currently escalated to Stage 3 noisy behaviour through Operation Notebook.				0		Ongoing liaison with tenant and housing regarding antisocial behaviour and noise complaints, and a multi-agency robust response to instances of antisocial behaviour. Weekly meetings take place with Partners.
Number of antisocial behaviour orders in place.				0		
Reduce the incidents of vandalism	26.6	26.3	26	35	9	Includes Malicious Mischief. Tasked patrols deployed to relevant areas has resulted in reduction in reported offences.
Prevention and Intervention Activity	<p>The next reporting period sees a 4 week initiative targeting vandalism including anti-crime patrols both high visibility and plain clothes. Ongoing liaison with local authority and youth clubs regarding inhibiting and diverting anti-social behaviour which may result also in vandalism.</p> <p>Police Scotland, in conjunction with Dogs against Drugs (D.A.D) , resource have carried out 4 educational visits and presenting to 61 individuals as well as carrying out regular comprehensive scanning of persons entering the Shetland Islands area.</p> <p>Shetland D.A.D in conjunction with Preventions and Interventions are developing a local roadshow initiative where Drugs awareness presentations are delivered to the local community within community cafes and also to community councils.</p> <p>Ongoing school liaison with Shetland schools. Direct liaison ongoing with school pupils where police speak to pupils and ask what topics the young people themselves would like to be educated on. During this reporting period police have attended and spoken to pupils in relation to drug related matters, this took place in an informal setting over lunchtime.</p>					

Violence, Disorder & Antisocial Behaviour - Stop and Searches			
		April 2019 – June 2019	April 2019 – June 2019
	Number of stop and searches conducted (total)	53	16 (positive searches)
	Number of statutory stop and searches conducted	-	-
	Number of consensual stop and searches conducted	-	-
	Number of consensual stop and searches refused	-	-
	Number of seizures made	-	-
<p>Positive Stop Search - A positive stop and search is when an item is recovered where possession of same implies criminality on the part of the individual being searched or any other; or potentially compromises the safety of that individual or another.</p> <p>A seizure occurs when - alcohol, and/or; tobacco product, and/or; cigarette papers are surrendered, or are removed from an individual by a Police Officer, for the purpose of safeguarding the health and well-being of that individual or any other, in circumstances where the stop and search tactic has NOT been utilised and no physical search of an individual has taken place.</p> <p>Breakdown – Drugs 13, Warrant 3</p>			

PRIORITY – Acquisitive Crime

Intention – With Partners and Communities, prevent instances of acquisitive crime across the Shetland area

Objective – With Partners, share information, support education, prevention, diversionary and enforcement activity linked to acquisitive crime; develop work with targets – recidivist offenders to reduce reoffending linked to acquisitive crime e.g. Persistent Offenders programme; enhance the use of all media platforms to raise awareness of local and national preventative initiatives.

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2018/19	YTD 2019/20	YTD Variation	Context/Narrative
Number of Theft by Housebreaking	3.8	2.0	3	5	2	Relates to 3 dwelling and 2 non dwelling. Of which one was a mental health incident, one related to conflict of ownership of property and one related to unoccupied premises.
Number of theft by shoplifting	10.0	8.7	5	20	15	Ongoing liaison and support to retailers who have been targeted, as a result retailers have an awareness and are more confident to report.
Number of motor vehicle crime	3.2	3.0	0	3	3	Performance trend in keeping with 5 year average
Prevention and Intervention Activity	<p>Scambusters meeting and liaison ongoing.</p> <p>Retailers are supported by Police Licensing and Prevention and Intervention units. Police Preventions and Interventions liaise with retailers to provide security advice and reassurance as well as including these premises in the local Response Policing patrol matrix to ensure regular and visible police presence. On occasion, when retailers are targeted specifically for the purpose of theft of alcohol, where appropriate, retailers themselves are also reminded of the responsibility they have as licensees. In addition, Shopwatch scheme continues in Lerwick.</p>					

PRIORITY – Protecting People at Risk of Harm

Intention – Protect people at risk of harm

Objective – With Partners we will focus on safeguarding communities; with Partners we will address emerging issues through Prevention and Intervention

Target	Baseline 5 Year Average	YTD 2018/19	YTD 2019/20	YTD Variation	Context/Narrative
Class 2 Crimes -Sexual Crimes	8.4	9	20	11	Enquiries in relation to sexual crimes are focused on positive outcomes for victims of crime and led by their wishes. This figure also includes reporting of non-recent incidents.
Domestic Abuse Crime		35	23	-12	MARAC is firmly embedded in the Shetland Isles and continued Partnership working ensures victims are supported.
Hate Crime		2	0	-2	Care should be taken in the interpretation of emerging trends or percentage changes when dealing with small numbers.
Ensure that people who report hate incidents feel satisfied with the response received from public agencies.	Ongoing third party reporting centre training, most recently delivered to Shetland Rape Crisis				
Prevention and Intervention Activity	<p>Police investigated 6 reports of missing persons in Shetland during this reporting period. Of this number, only one related to reports of missing children.</p> <p>Shetland have a local police liaison officer who maintains contact and liaison with the residential units in the area. This role has developed and regular contact has built a good relationship with residential unit(s). Where required this officer also works in conjunction with the missing person co-ordinator who similarly enjoys a good working relationship with residential units. The multi-agency care and risk management process also identifies and manages looked after children who abscond. Restorative Shetland Day – awareness raising in relation to criminal sharing of sexually explicit pictures without the person's consent (also known as "Revenge Porn"). As a result of this, Partners have expressed an interest in this presentation being delivered to staff most recently this presentation delivered to social work department.</p> <p>Internet Safety talk given to S1-S3 pupils at Aith School, Community Café with mental health forum</p> <p>Internet safety talk to parent group.</p>				

PRIORITY – Serious & Organised Crime

Intention – With Partners, reduce the threat, risk and harm caused by Serious Organised Crime

Objective – With Partners work to safeguard the Shetland area by taking all opportunities to prevent crime and make the Shetland area a hostile environment for Serious & Organised Crime Groups; to improve outcomes for individuals and communities and reduce offending through prevention, early intervention and diversion; in support of our Partners in the Local Authority and NHS via the Shetland Alcohol and Drug Partnership Strategy we will direct those who are substance dependant towards recovery through prevention, treatment and support services; with Partners work to reduce the instances of substance misuse in our communities

Serious & Organised Crime	We will continue to work with partners in the public, voluntary and business sectors to maximise all opportunities to prevent crime, manage offenders and support victims.
Prevention and Intervention Activity	<p>Six search warrants executed in the Shetland area during this reporting period, all with a positive result.</p> <p>County Lines - when criminals from major cities such as Liverpool, Manchester, London and Birmingham are expanding their drug networks to other areas, bringing with it serious criminal behaviour such as violence, exploitation and abuse. The term County Lines refers to the use of a single telephone number to order drugs, operated from outside the local area. They often set up a base in a rural area for a short time, taking over the home of a vulnerable person by 'cuckooing' and use adults and children to act as drug runners. Preventions and Interventions delivered advisory presentations to Partner agencies including Housing and Social Work as well as the mental health forum</p> <p>Police Scotland has relaunched an awareness-raising initiative aimed at preventing young people from falling into a life of crime. Working in partnership with the Scottish Government, police have devised an educational pack for young people that shows the devastating effects of Serious Organised Crime.</p> <p>"The Slide" is a specially-created film detailing a young man's downward spiral into criminality from his teenage years into early adult life. After watching each film scene, attendees participate in a range of discussions to promote positive lifestyle choices and discuss the consequences of becoming involved in crime.</p> <p>The vast majority of Shetland's youths will never commit a criminal offence, or have any negative engagement with the criminal justice system. However, it is essential that we work closely with our partners to deter young people from making bad decisions, which can seriously impact upon their future. Presentation delivered to pupils at Aith school, Sandwick school, and Mid Yell school</p>

PRIORITY – Counter Terrorism & Domestic Extremism

Intention – Support the delivery of the CONTEST strategy to reduce the threat posed by terrorism and domestic extremism

Objective – Strengthen PREVENT work with Partners and institutions; with Partners, support individuals who are vulnerable to terrorism and violent extremism; strengthen PREVENT work in relation to the internet and Social Media; Effective Multi-agency planning in respect of Counter Terrorism is taking place; Develop our ability to response effectively to any terrorist attack (with a specific focus on emerging high-risk threats, and specialist capabilities).

Counter Terrorism & Domestic Extremism	<p>The threat from Terrorism and Domestic Extremism is a national priority. Shetland has strategic sites and a vast coast line with numerous small ports. It is important that we protect our communities from Terrorism and Domestic Extremism and ensure that we have watchful, knowledgeable and resilient communities who can prevent Terrorism occurring through education, enforcement and vigilance. We work closely with Shetland Isles Council and other partners to deliver the four strands of the CONTEST strategy: Protect, Prevent, Prepare and Pursue, as laid down by the Counter Terrorism and Security Act 2015.</p> <p>Dedicated Highland and Islands member of staff continues to build links and carry out liaison with members of the community, schools and elected members.</p> <p>Regular liaison with Education and other partners. Response strategy and policy regularly shared with partners.</p> <p>Partnership working between Immigration and Police to carry out small ports visits.</p>
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Introduction - Mobile Working

Background

From 27 August 2019 Mobile Working will be introduced across Highlands and Islands Division of Police Scotland.

Mobile Working was first introduced in Tayside in June and will be introduced to the rest of Scotland on a phased approach.

Mobile Working means that police officers will be operating mobile devices as part of their operational duties.

You may notice something different about your local police officers' uniform. They will now be in possession of mobile devices which may be secured to their body armour / jackets adjacent to their radio.

This means that officers will be able to use their mobile devices to remotely access police systems which will increase officers' time working with the public and on incidents - or conducting patrols and preventing crime.

Key messages

- From summer 2019, members of the public will see Police Scotland officers using mobile devices as part of their operational duties. This means you may see police officers operating mobile devices in public areas or within police vehicles.
- The addition of mobile devices will mean police officers can do more administrative tasks whilst outwith a police building meaning less time is spent within police stations.
- Officers are permitted to work from their mobile devices in public places – this is also a chance for both members of the public and police officers to engage.
- Officers will use their new mobile devices to remotely access police systems which will increase officers' time working with the public and on incidents - or conducting patrols and preventing crime.
- Mobile Working will help to increase officer visibility, engagement and accessibility to the public.
- Mobile Working is positively changing the operational policing approach in Scotland through the improved use of mobile technology and a change in culture which allows officers to work more effectively within communities.



Scottish Ambulance Service

Shetland

Community Safety & Resilience Board Sept 2019

1.0 A&E Performance:

CRM (Clinical response model) was developed and modelled with an extensive clinical data set, allowing for a focused review of patients' clinical need and matching this to the Service response, resource and skill. Since going live the model has proven to accurately identify patient groups as predicated, based on their clinical acuity.

CRM aim is to save more lives and improve outcomes. This was demonstrated with an increase in Return of Spontaneous Circulation (ROSC) in the first quarter launch in comparison to the same quarter in the previous year. For patients who require access to an acute pathway i.e. Acute Myocardial Infarction or Acute Stroke Patients, this has been approached in the CRM by sending the right conveying emergency ambulance resource first time; this has been achieved 93.7% of the time. There has been a steady volume of staff feedback to a dedicated email address which has allowed themes to be identified and improvements to operating practice to be made. Since going live there have been no reported Significant Adverse Events.

Phase 2 involved the upgrade to the latest version of our triage software, MPDS. Introduction of dispatch on disposition with resources sent once the clinical coding in MPDS went live October 17.

1.1 Actions being taken to improve the ILT Performance

- Progress with new Community First Responder Schemes. This is a phased approach due to the resources required to implement these.
- Ongoing dialogue with NHS Boards and NHS24 and IJB around the reasons for increasing SAS Demand and the need to put in place alternative pathways of care to reduce inappropriate admissions to hospital. This is being progressed through the NHS Boards Unscheduled Care Work Streams.
- Continue the development of Advanced Practice Paramedics to increase see and treat and reduce inappropriate admissions to hospital. One locally for Shetland currently on maternity leave.
- Continue to work with NHS Boards to fully utilise Profession to Profession lines
- Working with partners to fully develop falls pathways for A&E Crews to access along with access to rapid response teams and hospital at home teams with responsive care packages where available. Discussion through Ambulance liaison group and local managed clinical network.
- All daily Immediate Life Threatening calls Out Of Performance are monitored daily for any notable delays in response where reflection and learning can take place. Main delays are still reported as through 'location always out with performance response time / surge demand. Delays in mobilising are still mainly due to staff responding from home locations when on call.

1.2 Actions being taken to improve the YTD Cardiac Arrest Performance

- As outlined in the ILT Performance Section
- Return of spontaneous circulation for patients in VF/VT in Shetland in Q1 fewer than 5 cardiac arrests attended in Shetland
- Developing new community first responder schemes and working with local communities to install Public Access defibrillators and map these onto the C3 System. Working with SIC to encourage local PAD responders to register their defibs with the SAS so they can be identified if required.
- Targeting another resource to attend all Cardiac Arrest calls as well as the initial response

1.3 Actions being taken to improve the Urgent Performance Target

- We are having a quality improvement workshop in Shetland in early October 2019 looking at conveyance rates to the hospital.
- Progression of new Community First Responder Schemes. This is a phased approach due to the resources required to implement these.
- Ongoing dialogue with NHS Boards, IJB and NHS24 around the reasons for SAS A&E Demand and the need to put in place alternative pathways of care to reduce inappropriate admissions to hospital. This is being progressed through the NHS Boards Unscheduled Care Work Streams.
- Continuing to work with NHS Boards to fully utilise Profession to Profession lines
- Working with partners to fully develop Falls pathways for A&E Crews to access along with access to rapid response teams and hospital at home teams with responsive care packages where available
- Working to improve service delivery through See and Treat figures

1.4 Actions being taken to improve the YTD Hyper Acute Stroke to Hospital < 60 mins Performance

- As outlined in the ILT/Urgent Performance Section
- Hyper acute stroke patients who receive the pre hospital care bundle is 100% in Shetland against a 95% target. Q1 12 patients all conveyed to hospital.
- Crews to take less time at location if they can achieve getting the patient to hospital within 1 hour from the call.
- Return from call under blue lights to hospital.
- Profession to profession support

SAS Context

- 888,000 calls to ACC = 686,500 ambulance responses
- Typical response outcome:
 - 2 patients in every 10 are life threateningly ill and/or injured
 - 1 patient is seriously unwell
 - 6 patients have an exacerbation of an existing condition or minor injury/illness
 - 1 patient will not require or will refuse assistance
- Current Model
 - Circa 30% of SAS responses require hospital A&E
 - Circa 80% end up there! (82.5% in Shetland)

2.0 SAS/NHSS Liaison Group

2.1 Background

Our clinical partnership working between the Scottish Ambulance Service and NHSS is an integral part of the health service activity on Shetland. Before the Ambulance Liaison Group was set up the discussions between NHS Shetland and SAS were undertaken at a front line level and through a Commissioning team route. It was decided to try and widen the involvement of other stakeholders to ensure that discussions and decisions were as representative as possible, and were able to be fed back into the governance structures of both organisations. The Ambulance Liaison Group started meeting from September 2012 and is still working well.

2.2 Membership and roles on group

Co Chaired by Andy Fuller SAS Head of services for the Islands and Colin Marsland Director of Finance NHS Shetland the group consists of representatives from both NHSS and SAS.

2.3 Reviewing Ambulance Liaison incidents

Both SAS and NHS Shetland have an incident reporting system and some incidents which are reported involved the other organisation and so require some partnership investigation and learning. The Ambulance Liaison group have overseen the investigation and outcome of a number of incidents since it started and the group has proved a useful forum to discuss incidents in detail and agree learning outcomes.

3.0 Shared Governance

The Ambulance Liaison meeting allows both organisations to look at governance issues that cross the boundary between them.

Liaison incidents can be raised by either organisation and are investigated by one or both of them, depending on the circumstances. The investigation reports are then reviewed by the group and learning and actions identified. An ongoing Action Log monitors the progress of actions arising from incident investigations.

4.0 Ambulance Liaison Incidents

4.1 Changes/ outcomes from these incident reviews include:

- Shared understanding where there has been a poor patient journey so we can learn and improve.

4.2 Current Actions from the Group:

- QI improvement project about conveyance to hospital rates in Shetland planned for October 2019 in Shetland involving NHSS/IJB/SAS staff

5.0 Outer Islands SOF Update:

LOCATION	STATUS	Dual Response	Training Update
SKERRIES	First Responder unit	Emergency Nurse Practitioner	Live
FETLAR	First Responder unit	Emergency Nurse Practitioner	Live with limited numbers therefore 24/7 cover not always available
FOULA	To progress	Emergency Nurse Practitioner (single response)	No interest from last year's public meeting
FAIR ISLE	To progress	Emergency Nurse Practitioner (single response)	In discussion with SFRS re multi purpose vehicle and training of personnel
PAPA STOUR	To progress	Population 12 – Papa Stour have	Contact made with Community

		been declined grant funding to progress with P.A.D. and will now be contacting Skye based charity "Lucky To Be Here"	Council , however no further interest received.
UNST	Emergency Responder Unit	GP	Live
YELL	Emergency responder Unit	GP	Ad-hoc arrangement ongoing dialogue to organise a more structured response
WHALSAY	Contractor	GP/ Nurse Practitioner	Live
MAINLAND			
BRAE (Shetland North)	First Responder Unit	SAS	Live – See below
Shetland South	Community Responder Scheme	SAS	Live See below

5.1 Retained

There is currently 1 member of the retained team available with a need to recruit and train more however other models/options need to be explored to establish a cost effective and robust model. The current gaps in cove are filled by qualified staff.

5.2 Community First Responders

Shetland North - Brae: Update May 2019 - We have 4 CFRs active in Shetland North (1 of the CFRs is a manager at the gas plant and is also a CFR in Inverurie when at home and with Shetland North when at the plant!) with 2 still waiting on references/PVGs, once received this will make the group 6 strong.

Bixter: A good turnout saw about 15 locals attend this meeting with interest in becoming a volunteer, applications have been sent out. Update May 2019 – Although a good turnout to the meeting no applications received, needs to be followed up. Another local meeting is being arranged for late Sept19 by the community resilience dept.

Shetland South - Sandwick: An excellent turnout saw about 20 locals attend this meeting again with interested parties being sent application forms to complete. Update May 2019 - This area is now referred to as Shetland South. We have 6 active CFRs with 1 awaiting references/PVG, once received this will make the group 7 strong.

There are plans for the Community Resilience team to revisit Shetland W/C 25th June to meet all CFRs and particularly Bixter to re energise their interest in becoming first responders.

5.3 Station update:

Staff have moved into the new station as of the 1st of October 2018. Early reports are very positive from both the SAS and SFRS staff. There will be an official opening of the new facility which will be on the 4th of November 2019.

5.4 Operational cover: Quarter Three October - December

Lerwick – Second crew fully covered 24/7 since the start of Q1 to date with the backup plan of calling out off duty staff still available as and when necessary.

Unst – Double crew cover

Whalsay – Double crew cover

Yell - TLs have visited Yell recently and are in contact with all the responders and the community council to develop a sustainable model moving forward. The existing responders have agreed to a more formal arrangement with new responders in the process of recruitment and training.

6.0 PTS (Patient Transport Service)

The North Division Scheduled Care Delivery Team meets regularly on a six weekly basis to review performance against the agreed North Scheduled Care Action Plan.

Only patients with a clinical need for ambulance assistance will be conveyed by the SAS.

Shetland Health Board

	Demand		Difference	
	Period 1 - 01/04/2019 - 31/07/2019	Period 2 - 02/04/2018 - 31/07/2018	Demand	Demand Variance
Registered Journey Count	397	330	67	20.30%
Journey Count	333	247	86	34.82%
Medical Escort Count	7	7	0	0.00%
Relative Escort Count	9	4	5	125.00%
Cancel Count	64	83	-19	-22.89%
Abort Count	5	13	-8	-61.54%
W (C)	0	0	0	0.00%
W1, WT1, WC1 (C1)	302	216	86	39.81%
W2, WT2, WC2 (C2)	17	11	6	54.55%
Stretcher	14	20	-6	-30.00%

A&E	0	0	0	0.00%
Admission	3	0	3	300.00%
Day Patient	2	0	2	200.00%
Discharge	32	36	-4	-11.11%
House to House Transfer	3	3	0	0.00%
Out Patient	291	205	86	41.95%
Transfer	1	0	1	100.00%

Although Shetland has a low number of requests for the service the large area in which the ambulance covers has its own challenges. The vehicle is responsible not only for servicing mainland Shetland it also covers the small islands involving ferry trips.

Shetland is starting to experience reductions in Activity and Demand, particularly in Outpatient demand which is in line with the national framework where reductions are expected.

Funding is in place for 2 WTE Scheduled Care staff however it has been challenging in terms of vacancies with 2 x 0.5WTE recruited in July 2018 ACA. A small increase in the number of renal patients which was discussed at a recent liaison group meeting in terms of eligibility etc.

The reasons for PTS Punctuality for Pickup after appointment

- Patients requiring to be picked up from outpatient clinics with different outpatient appointments finishing at different times impacting on the pick up after appointment time

Actions being taken to improve

- AutoPlan and Shift Reviews, Working with Health Boards to streamline outpatient appointment time processes

The reasons for PTS SAS Cancelled No Resource

- Accepting all bookings and having to cancel journeys 24 hours prior to appointment time due to lack of resources

- Limited resources with Vacancies, sickness or leave having an impact on capability

Actions being taken to improve

- Fill vacant PTS Posts, Reviewing & Monitor Sickness / Absence levels, Different ways of working and engaging with Health Boards around appointment times, Working with alternative transport providers for patients who do not meet the Patient Needs Assessment (PNA) freeing up capacity for patients that do meet the PNA

Contacts:

Andrew M Fuller Divisional Head of Services

Marcus Shearer (Acting) Area Service Manager, Orkney & Shetland

Angus Galbraith & Andrew Mayhew Team Leaders, Lerwick

Appendix 1

Glossary

Scheduled Care – PTS

Punctuality for appointment at hospital - Target 75%

Punctuality after appointment (uplift) - Target 80%

Journeys cancelled - Target <0.5%

The categories are:

W - The patient can walk unaided and requires no assistance.

W1 - The patient can walk and requires steadying assistance only.

W2 - The patient can walk and requires the assistance of two crew members.

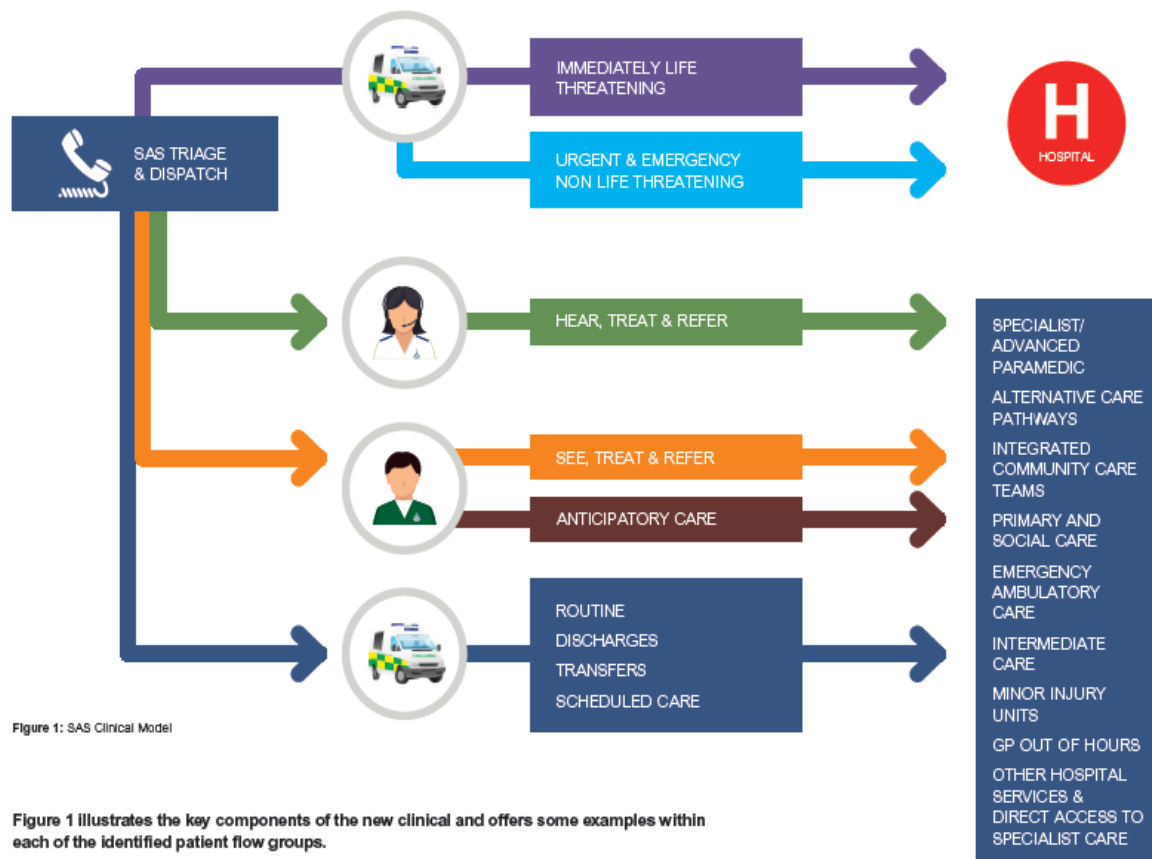
WT1 - The patient has their own wheelchair but can transfer to a seat with minimal assistance. There is suitable access at their home and requires the assistance of a single crew member only.

WT2 - The patient has their own wheelchair and requires the assistance of two crew members to transfer to/from the vehicle.

WC1- The patient has a medical need to travel in their own wheelchair and cannot transfer to/from vehicle. There is suitable access at their home and they require the assistance of a single crew member.

WC2- The patient has a medical need to travel in their own wheelchair and cannot transfer to/from vehicle. Access at their home and/or their condition requires the need of a two crew members.

SAS Clinical Model



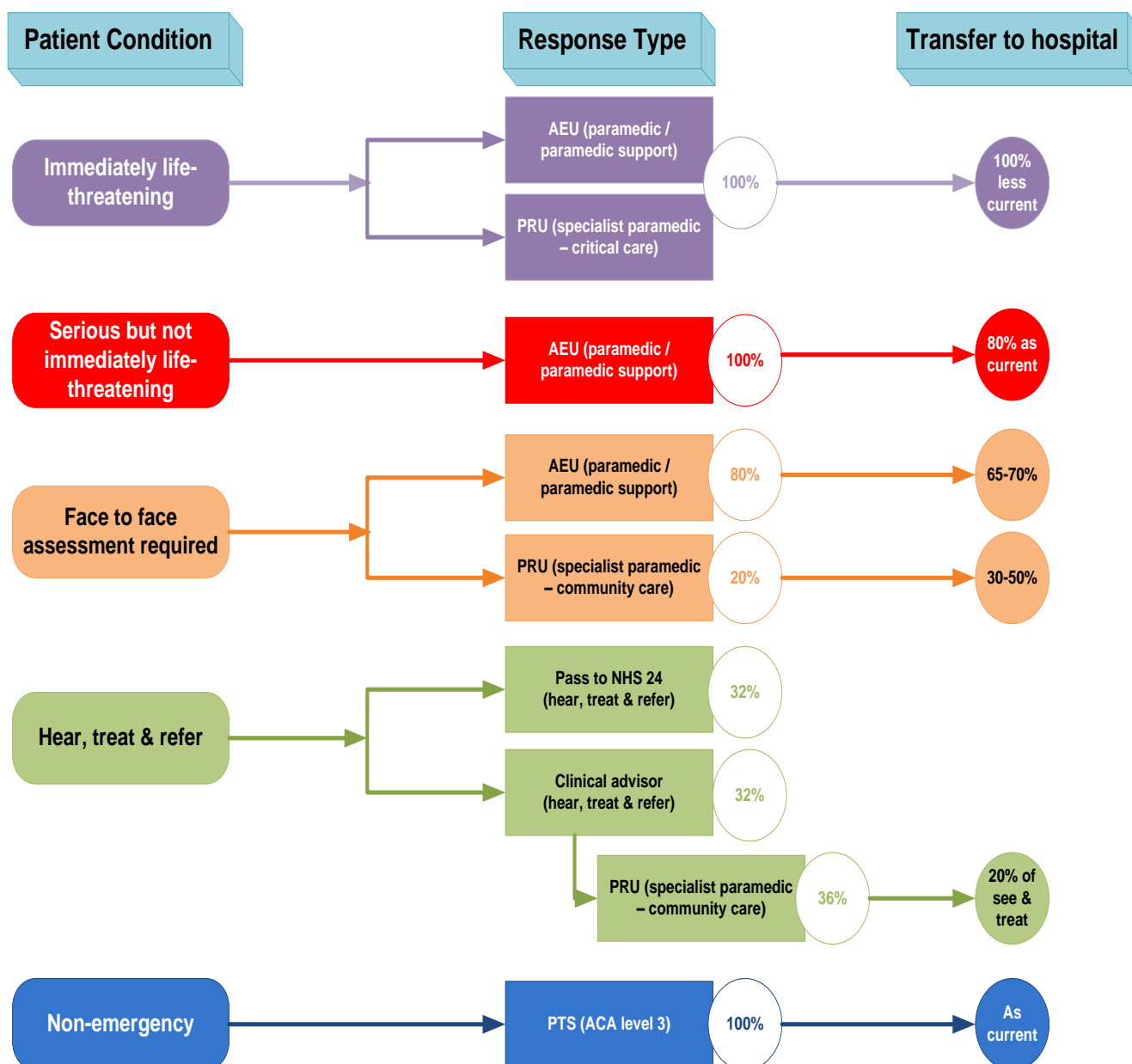


Scottish Ambulance Service
Taking Care to the Patient

'Taking Care to the Patient' The Response Model



Patient Flows	Acuity	Response/skills
Immediately Life Threatening	Immediately life threatening 8 minute response	Paramedic/Specialist paramedic Conveying resource
Serious but not Immediately Life-Threatening	Time-critical Urgent GP admissions and hospital transfers	Conveying resource Paramedic plus support
See, Treat & Refer	Non time-critical Face-to-face assessment	Specialist paramedic/Paramedic Enhanced minor injury/illness
Hear, Treat & Refer	Low acuity 999 calls Calls passed to NHS24	Clinical advisor in Ambulance Control Centres Paramedic level
Non-Emergency	Scheduled care Low acuity urgent-discharge/transfers	Conveying resource Enhanced Ambulance Care Assistant, Basic Life Support, oxygen, Automated External Defibrillator





Quarterly Performance Report

Quarter 1 2019-2020 (1 April to 30 June)



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness. The Scottish Government publishes official statistics each year which allow for comparisons to be made over longer periods of time.

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INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within Shetland over the period Quarter 1 2019-2020, (1st April – 30th June).

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 National Outcomes which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The Scottish Fire and Rescue Service (SFRS) can make a significant contribution to improving these outcomes in Shetland by contributing to the Community Planning arrangements in Shetland.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland (2016).

The SFRS Strategic Plan 2016-2019 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The priorities contained within the Local Fire and Rescue Plan for Shetland 2018 reflects the Shetland Community Plan including the Local Outcomes Improvement Plan (LOIP) 2018 to 2028. The LOIP includes a range of key themes focused on delivering improved outcomes for the communities of Shetland.

The key priorities identified in the LOIP are:

- Participation; People participate and influence decisions on services and use of resources
- People; Individuals and families thrive and reach their full potential
- Place; Shetland is an attractive place to live, work, study and invest
- Money; All households can afford to have a good standard of living

The aims of the local Fire and Rescue Service in Shetland are to reduce deaths, injuries and damage to property from fires and other emergency events and to support the development of initiatives aimed at making Shetland a safer and more attractive place to live. We aim to achieve this by working in partnership, being pro-active and targeting our prevention and protection activities to where they are most required, based on evidence.

Within the Local Fire and Rescue Plan for Shetland 2018, four priorities for the local Fire and Rescue Service have been identified;







- Priority 1: Promoting Personal Safety and Wellbeing.
- Priority 2: Non Domestic Fire Safety.
- Priority 3: Unwanted Fire Alarm Signals.
- Priority 4: Emergency Response Preparedness and Community Resilience.




The Local Fire and Rescue Plan defines the activity of the Fire and Rescue Service as it contributes to the *shared* vision of the Shetland Partnership Plan:

“Shetland is a place where everyone is able to thrive; living well in strong, resilient communities; and where people and communities are able to help plan and deliver solutions to future challenges”

PERFORMANCE SUMMARY

We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Jun					RAG rating
	2015/16	2016/17	2017/18	2018/19	2019/20	YTD
All accidental dwelling fires	4	1	2	0	3	
All accidental dwelling fire casualties (fatal & non-fatal (incl. p/cs))	1	0	4	0	1	
All deliberate fires	1	2	1	0	0	
Non domestic fires	2	3	1	1	2	
Special Services Casualties – All	3	4	2	0	2	
False Alarms – UFAS	14	15	21	21	15	

RAG rating - KEY		
	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved
	AMBER TRIANGLE	Up to 9% higher than the previous YTD period, or local target no achieved
	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved

Priority I – Promoting Personal Safety and Wellbeing

Safety and wellbeing of individuals and communities is a primary ambition of the Scottish Fire and Rescue Service.

Unintentional harm, or injuries as a result of fires in the home, road traffic collisions, slips, trips and falls; all impact on the health and wellbeing of the communities of the Shetland Islands.

SFRS is expanding its vision on how it can contribute to reducing injuries and assisting people to live longer and independently in their own homes. SFRS continues to work with partners on the Shetland Islands to ensure a robust referral process is maintained in line with the LOIP enabling us to target and support those most vulnerable from risk.

Accidental dwelling fires can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We share information with partners to make sure that the right people get the right information they need, particularly those who are vulnerable due to age, isolation or addiction.

Domestic Dwelling Fire Safety Partnership Working

Our local CSA continued to engage with partner organisations to help in driving down the risk from fire to those most vulnerable in the community.

Domestic Dwelling Fires

There has been an increase in accidental dwelling fires for the year to date compared to the same period in 2017/18. Although Shetland fire stats are lower than the national average on all aspects, we must and will, ensure that we continue to promote fire safety within the home.

The information on the following pages gives an indication of performance in relation to the following:

- The number of accidental dwelling fires
- The number of accidental dwelling fire casualties and fatalities
- The number of Home Fire Safety Visits undertaken
- The number of casualties as a result of Road Traffic Collisions

Accidental Dwelling Fires

All accidental dwelling fires (02bi) - number of incidents						
	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Shetland Islands	4	1	2	0	3	
North Isles (Shetland)	1	0	1	0	1	
Shetland North	0	1	1	0	0	
Shetland West	1	0	0	0	0	
Shetland Central	0	0	0	0	0	
Shetland South	1	0	0	0	0	
Lerwick North	1	0	0	0	2	
Lerwick South	0	0	0	0	0	

All Dwelling Fire Casualties

All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's)) - number of Casualties						
	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Shetland Islands	1	0	4	0	1	
North Isles (Shetland)	0	0	1	0	0	
Shetland North	0	0	3	0	0	
Shetland West	0	0	0	0	0	
Shetland Central	0	0	0	0	0	
Shetland South	1	0	0	0	0	
Lerwick North	0	0	0	0	1	
Lerwick South	0	0	0	0	0	

HFSV Total for Shetland Committee - 2019/20 Q1

CSET Risk

	High	Medium	Low	Total 2019/20 Q1
No. of HFSVs	89	59	4	152
No. of HFSVs with Detectors Fitted	16	15	1	32
No. of HFSVs with Advice Only	73	44	3	120

In order for these visits to genuinely reduce risk, we must ensure that they are targeted towards the most vulnerable in our communities. This is achieved through the application of a risk based approach where the risk is determined on a number of factors and is calculated through the use of the Community Safety Engagement Toolkit (CSET).

The target for Shetland District is 300 visits per year, with 270 to be carried out by the Community Safety Advocate (CSA), and another 30 visits to be carried out by staff from the local stations. Per quarter that target is 75 total, therefore, as you can see we are well ahead of the target for this quarter. The Shetland CSA continues to prioritise the most vulnerable within our communities and the proportion of “high” risk visits overall reflects this targeted approach. The SFRS continues to work with partner agencies to generate HFSV referrals.

Home Fire Safety Education for Schools/Children

Operational personnel continue to accommodate requests from schools and other community groups to visit our fire stations. Our staff use these visits as an opportunity to engage with young people, where a fire safety message can be delivered.

Staff continue to use and become familiar with the Community Safety Engagement Toolkit, (CSET), which in addition to being a recording mechanism for these activities, tracks activity across the SFRS. Over time, this will allow for the sharing of community safety engagement good practice across Scotland.

Road Traffic Collisions

To date this quarter there has been one RTC. There was one casualty who went to hospital with injuries which appeared to be slight.

Road safety activities in the area include Driving Ambition, which has a focused message of road safety, targeting key groups in the reduction of road related incidents as identified in Scotland’s Road Safety Framework to 2020.

Both the Brae and Anderson high school received the multi-agency Driving Ambition road safety awareness session.

Progress on local fire & rescue plan priorities

Priority 2 – Non Domestic Fire safety

Legislative Fire Safety Enforcement Audits

Fires in Non-Domestic Property can have a detrimental effect on the built environment and the prosperity of the local area. Non-domestic fires are classed as fires which took place in buildings that are not domestic households.

Legislative fire safety audits are managed by a Fire Safety Enforcement Team based in Aberdeen. This arrangement results in peaks and troughs in performance, rather than a “smoothed” performance profile. Progress against the annual fire safety enforcement targets, set out in the prevention and protection plan, are sporadic as the team have to batch together visits in order to carry out a number when attending the islands. No visits were completed in Q1.

Post Fire Audits

Fires in relevant premises will be made the subject of a post fire audit. Written communication will be sent to the duty holder (normally the employer or occupier) within 3 working days of the fire, advising that an audit may be carried out. A full audit will be carried out by an auditor at an agreed time and date, where appropriate, when personal safety has been compromised or when a criminal investigation is required.

Figures for Non Domestic Fires are indicated in the table below.

Shetland Q1 2019/20

Non domestic fires (04a) - number of incidents						
	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Shetland Islands	2	3	1	1	2	
North Isles (Shetland)	0	1	0	0	0	
Shetland North	1	0	0	0	0	
Shetland West	0	0	0	0	0	
Shetland Central	0	1	0	0	1	
Shetland South	0	0	0	0	0	
Lerwick North	1	1	0	0	0	
Lerwick South	0	0	1	1	1	

Shetland YTD 2019/20

Non domestic fires (04a) - number of incidents						
	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Shetland Islands	2	3	1	1	2	
North Isles (Shetland)	0	1	0	0	0	
Shetland North	1	0	0	0	0	
Shetland West	0	0	0	0	0	
Shetland Central	0	1	0	0	1	
Shetland South	0	0	0	0	0	
Lerwick North	1	1	0	0	0	
Lerwick South	0	0	1	1	1	

Progress on local fire & rescue plan priorities

Priority 3 –Unwanted Fire Alarm Signals

The high level of equipment related false alarms as a proportion of all false alarms continues to be a feature in Shetland. False alarms account for approximately 28% of all call activity in Shetland during Quarter 1.

SFRS recognises that high levels of UFAS can have a significant impact on our staff and their day-to-day employers. Evidence suggests that UFAS also has a detrimental impact on businesses and the economy.

All UFAS will be primarily investigated by the attending Watch or Crew Manager, leaving the duty holder with appropriate advice and a written copy. Should the premises be involved in further UFAS activity then this would escalate to district involvement, notification in writing and the possibility of a reduction of any pre-determined attendance, within approved guidelines.

A new Pre Determined Attendance Reduction Procedure is about to commence in Shetland which is a result of a new National Policy and Procedure which was implemented at the beginning of the year. This may result in the reduction in the amount of Fire Appliances attending an Automatic Fire Alarm at a specific premise. The aim of this is to reduce the risk to firefighters and communities through a reduction of unnecessary blue light journeys and to provide a standard approach that will assist in determining an appropriate emergency response to Automatic Fire Alarms.

Thus far a total of 10 premises, within Quarter 1 have been identified which will be subject to the application of the Reduction Decision Matrix.

SFRS recognises that high levels of Unwanted Fire Alarm Signals can have a significant impact on our staff and their full time employers. The Prevention and Protection team have examined this issue and we will undertake bespoke plans to improve the overall picture in Shetland.

Lerwick still continues to have a high level of UFAS calls to commercial premises. Operational RDS staff continue to issue advice to the occupier at the time of attending the premises with additional steps having been taken to visit the premises at a later date by Prevention and Protection staff. This will hopefully allow the occupier of the most frequently attended properties to fully understand the implications of a continued response from SFRS. The SFRS UFAS policy will be implemented on offending properties, if deemed appropriate.

The tables below and over gives an indication of figures for UFAS.

Shetland Q1 2019/20

Unwanted Fire Alarm Signals						
YTD ward ave. for Shetland	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Shetland Islands	14	15	21	21	15	
North Isles (Shetland)	0	0	0	0	0	
Shetland North	0	2	0	2	0	
Shetland West	0	0	0	0	1	
Shetland Central	0	1	2	1	1	
Shetland South	3	3	1	0	1	
Lerwick North	6	7	15	9	5	
Lerwick South	5	2	3	9	7	

Shetland YTD 2019/20

Unwanted Fire Alarm Signals						
YTD ward ave. for Shetland	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
Shetland Islands	14	15	21	21	15	
North Isles (Shetland)	0	0	0	0	0	
Shetland North	0	2	0	2	0	
Shetland West	0	0	0	0	1	
Shetland Central	0	1	2	1	1	
Shetland South	3	3	1	0	1	
Lerwick North	6	7	15	9	5	
Lerwick South	5	2	3	9	7	

Progress on local fire & rescue plan priorities

Priority 4 – Emergency Response Preparedness and Community Resilience

Preparedness

The ability to respond in emergencies effectively whilst ensuring community resilience is a key area of work for SFRS. Considering the operational service on the islands is provided by Retained Duty System Firefighters this means that the service is provided by the community for the community. The SFRS continues to prepare for, and respond to major emergencies. It is essential that we have enough staff with the right skills in the right place at the right time to deliver our services when communities need them.

To achieve this, we have in place an Operational Assurance framework to ensure our firefighters possess the skills, knowledge and expertise to respond to all incidents efficiently with sufficient numbers and appropriate equipment and information. The effectiveness of this framework is assessed annually through a programmed series of Station Audits for each Station on the Islands.

The two new fire appliances are now embedded at Bressay and Bixter stations and form part of the response plans for incidents across Shetland. The introduction of the new rapid response units (RRU's) supported by the state of the art equipment including the ultra-high pressure lance and trauma kit represent a significant investment in both public and fire fighter safety in Shetland.

Further supporting the SFRS transformation process, a second rural full time (RFTP) and an additional Station Manager post have been introduced to the structure to assist in the day running of the Shetland district stations and community risk reduction workload. This RFTP will be recruited from our Shetland RDS staff and the Station manager will be in post on the 1/9/19.

Operational Intelligence

A current review is underway in relation to Operational Intelligence of all risk premises across the Islands. This includes a new information collation system which will help produce a bespoke package available to operational crews in attendance at a premise and will contain all known risk information. We continue to work with partner organisations to ensure effective emergency response plans are developed and tested for identified local risks.

All of the SFRS Site Specific Plans (SSPs) for sites on Shetland have been reviewed and are in place. These have now been updated and communicated to relevant personnel with the documents having been uploaded onto the on-board computer system on each fire appliance.

These plans are being enhanced by the addition of digital mapping and three dimensional views of the sites to assist attending fire and rescue crews.

Resilience

We continue to ensure appropriate numbers of staff are recruited, developed and equipped to fulfil the purpose of meeting our current risk profile.

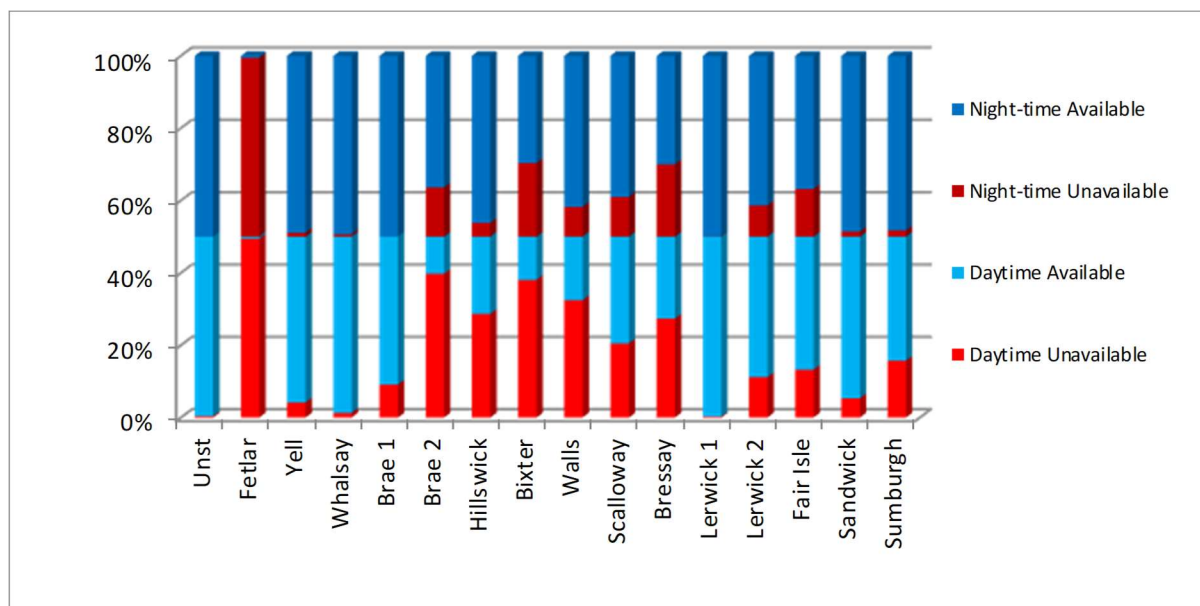
Targeted recruitment throughout Q4 2018 has resulted in a total of 33 new applications being submitted across Shetland in Q1 2019.

Of the 33 applications, 20 individuals have been offered contracts of employment and will attend induction courses in Orkney and Shetland in September and October 2019.

The table over gives an indication of current staffing levels

Council Ward	Fire Station	Staffing Mar 2019	Staffing Jun 2019	Staffing Change	Full Staffing Compliment	Difference from Compliment	Recruit Applicants
North Isles	Unst	10	10	→	12	-2	1
	Fetlar	2	2	→	12	-10	4
	Yell	8	8	→	12	-4	1
	Whalsay	9	9	→	12	-3	0
Shetland North	Brae	11	11	→	20	-9	5
	Hillswick	6	6	→	12	-6	0
Shetland West	Bixter	8	8	→	12	-4	2
	Walls	5	6	↗	12	-6	1
Shetland Central	Scalloway	9	9	→	12	-3	1
Lerwick North & Lerwick South	Bressay	7	7	→	12	-5	2
	Lerwick	18	18	→	20	-2	9
Shetland South	Fair Isle	9	9	→	12	-3	2
	Sandwick	10	11	↗	11	-1	3
	Sumburgh	10	12	↗	12	0	2

Station Availability Q1 – Apr – Jun 2019



Retained Duty System Recruitment Process Review

SFRS have reviewed the RDS recruitment process to ensure a smooth and more efficient experience for potential candidates and one which is geared towards the needs of our communities. In addition, the new process makes it easier for us to target specific stations which are most in need of RDS cover.

The new process also means that candidates hoping to serve in remote communities will be able to go through the application process with fewer long distance trips than has previously been the case; reducing the time, inconvenience and expense incurred by applicants and their employers.

This revised RDS recruitment and selection process has been designed to make the process more efficient and provide greater involvement and ownership of local managers for decision making. It reflects requests from local managers and LSOs for greater involvement and efficiency in the process and ensures applicants remain engaged in the process.



OUR PURPOSE

To work in partnership with communities and with others in the public, private and third sectors, on prevention, protection and response, to improve the safety and well-being of people throughout Scotland

OUR MISSION

Working together for a safer Scotland

OUR VALUES

Safety Teamwork Respect Innovation

OUR PRIORITIES

Improved Local Outcomes National and Community Resilience Modernising Response Workforce Development Governance and Social Responsibility Transformation

Seasonal Community Safety Calendar 2019





SHETLAND EMERGENCY PLANNING FORUM

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Agenda Item

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Resilience Activities 2019

Detailed below is a list of resilience activities which are scheduled for 2019. The list is compiled as events are made known and shared with Resilience partners for attendance and participation. The list covers, in date order, Training, Exercises, Workshops, Conferences, Incidents, Visits and any other Resilience Events advised. Please note that some of these events are outside Shetland. Please contact Ingrid in the first instance with regard to attendance at any of these events.

Date, time and venue	Exercise – CoMAH Exercises for Shetland Gas Plant	Aim and Objectives	Outcomes
15-01-19 – tabletop 06-04-19 – trial exercise 27-04-19 – live exercise	Exercise to test the cascade of notification of an incident and subsequent response from Emergency Services and Local Authority.	To test the Joint CoMAH External Emergency Plan for SVT & SGP from a Multi-Agency Perspective: <ul style="list-style-type: none">• Validate Plans• Develop staff competencies• Test procedures• Multi-Agency Communication• Clarify roles and responsibilities• Learn Lessons	This was done in three stages, a tabletop exercise with participants “walking through” expected response. A trial exercise to identify any issues followed by a live exercise
	Actions	Responsible Person / Organisation	Progress / Completion
	There were no actions for the Council following the different stages of the exercises. The cascade and phone calls were made and updates received. Following the Fire in Fair Isle (10-03-19) and the Suspicious Package Incident (18-04-19) Council staff were not called out as this had been recently conducted for real incidents.	Shetland Gas Plant	

Date, time and venue	Incident – Bird Observatory Fire in Fair Isle 10-03-19	Aim and Objectives	Outcomes
10 & 11-03-19	<p>The world famous bird observatory on Fair Isle was destroyed in a huge fire on Sunday 10th March 2019. The blaze quickly spread from the roof space to the whole building, which was engulfed in flames. Everyone as accounted for and there were no injuries.</p>		<ul style="list-style-type: none"> • A Major Incident wasn't declared • Issues around RNLI Charity law and international maritime law. Terminology for tasking and supported response. • Through Shetland Partnership explore levels of response - Charter helicopter flights out of Sumburgh. Commercial air transport regulations. Rules are different, i.e., weather. • Limited knowledge of what an asset the Observatory was or meant to the island was not fully understood. • Sumburgh and Sandwick appliances not available on the day. • Unprecedented level of work from responders and islanders. • Crews on scene for over nine hours • Repatriation of crews, during and following the incident
	Actions <ul style="list-style-type: none"> • The debrief findings have not been published yet. • This incident would be a good learning day event. 	Responsible Person / Organisation SFRS	Progress / Completion

Date, time and venue	Incident – Suspicious Package SVT / Sella Ness 18-04-19	Aim and Objectives	Outcomes
	A suspicious package was identified at Sullom Voe Terminal and subsequently moved to Sella Ness (where the scanner is located in the old Met. Office) by Security officers to scan to contents. There followed an evacuation of all Buildings and structures at Sella ness to the main road junction.	<ul style="list-style-type: none"> 	Knowledge of the implications of moving the scanner to the Met Office Security staff handling suspicious packages Impact on Business – tanker movements and location of tugs and pilot launches
	Actions	Responsible Person / Organisation	Progress / Completion
	<ul style="list-style-type: none"> Relocation of Scanner Mail Handling Training 	Enquest – Neil Manson SIC – Andrew Inkster and Greg Maitland	

Date, time and venue	Exercise Blackwater, Sullom Voe Terminal	Aim and Objectives	Outcomes
	Oil pollution exercise at Sullom Voe Terminal.	<ul style="list-style-type: none"> Deploy Pollution Equipment Assess IMT communication between SVT & Sella Ness 	Exchange of Liaison Officers
	Actions	Responsible Person / Organisation	Progress / Completion
		Enquest – Neil Manson	

Date, time and venue	Exercise Hardstanding	Aim and Objectives	Outcomes
	<p>An exercise to test plans and risk assessments for a cruise ship evacuation. This will inform the responders on possible situation which may arise from an incident involving one of the 118 cruise ship visit of 2019.</p> <p>The exercise detail was created by the Western Isles Emergency Planning Coordination Group and the exercise was conducted there in May 2019.</p>	<p>To exercise responders in the challenges that may be faced with the evacuation of a cruise ship.</p> <p>Specific objectives will be:</p> <ul style="list-style-type: none"> To provide delegates with knowledge and understanding of caring for large numbers of people evacuated from a cruise ship To test and exercise major incident plans To facilitate an opportunity for 	The large numbers of both crew and passengers on these vessels would cause significant challenges for responders to any incident involving one of them. This exercise was designed to highlight what those challenges could be and how to address them.

		multi-agency partners to consider their joint decision making in response to a cruise ship incident	
	Actions	Responsible Person / Organisation	Progress / Completion

Date, time and venue	Training – ACT & CT Schools	Aim and Objectives	Outcomes
		•	
	Actions	Responsible Person / Organisation	Progress / Completion
TBA			

Date, time and venue	Workshop – Multi-Agency Waterborne Hazard and Pollution Incident Plans	Aim and Objectives	Outcomes
TBA - waiting on date 0915 – 1545	Scottish Water - to refresh understanding / roll out to new staff the key Scottish Water Multi Agency Plans (Scottish Waterborne Hazard Incident Management (SWIP) and Pollution Incident - Risk Management Guidance (PI-RMG) Plans) to key staff in NHS Shetland (CPHM's, Health Protection) and Shetland Council (EHO's, RA's) staff along with colleagues from Scottish Water's Public health Teams and SEPA		<ul style="list-style-type: none"> • Training for personnel • Mail handling procedures need to be reviewed • Implications and impact on location of scanner amid Port Buildings.
	Actions	Responsible Person / Organisation	Progress / Completion
	Update mail handling procedures Review location of scanner All responders review plans following incident	SVT	

Date, time and venue	Exercise – Safe Stack - Cruise Ship	Aim and Objectives	Outcomes
<p>Spring 2020 0900-1700</p> <p>Council Chamber, Town Hall Lerwick</p> <p>VC from each area: Shetland, Orkney, Western Isles & Highland</p>	<p>Over 140 cruise ships visit one or more ports in the Highlands and Islands (93 in Lerwick in 2018, 118 in 2019) during a season (March – October) with the largest ships carrying in excess of 5,000 passengers and crew. The economic benefits are significant and it is a booming industry which has seen a fourfold increase in cruise ship numbers since 2011.</p> <p>The cruise ship exercises conducted to date have considered the consequences of incidents such as fire/explosion on board. The threat of terrorism in the north is also a consideration and the HILRP has yet to conduct an exercise to address the consequence management aspects of a terrorist incident.</p> <p>They highlighted that Care for People issues around such a scenario are complex and there remains a lack of clarity on how agencies would ensure that a large influx of people are cared for.</p> <p>They also raised issues around the North Regional Resilience Partnership (NRRP) Mass Fatalities Framework and the National Mass Casualties Plan and the capability gaps for dealing with an intensive mass casualties and fatalities incident.</p> <p>These capability gaps are reflected in the NRRP Risk Preparedness Assessment Report.</p> <p>A multi-agency exercise planning group has been established in order to identify the training and exercising requirements around the potential consequences of a major incident involving a cruise liner in a terrorist scenario.</p>	<p>The overall aim of the exercise will be to enhance the multi-agency preparedness in responding to and recovering from a terrorist related incident.</p> <ul style="list-style-type: none"> • Ensure understanding of the Command and Control structures that would be established in response to a terrorist incident occurring in Highlands and Islands. • Promote awareness of the complexities surrounding a terrorist incident occurring in Scotland and the role of the Scottish and UK Governments. • Provide the opportunity to validate the Highlands & Islands LRP Response and Recovery Arrangements, particularly in relation to care for people. • Consider the implications and wider consequences of the aftermath of terrorism being perpetrated on a cruise liner in port within the Highlands & Islands. • Consider how the multi-agency Warning & Informing would be structured in response to a terrorist incident. • Consider the longer term recovery issues associated with a terrorist incident 	<p>The exercise will be a table top format with a mix of presentations and syndicate group discussions with facilitated plenary sessions. The exercise will include the three Island Authorities as well as Highland mainland. It is anticipated that the locations will be linked by Video Conference (use of UHI premises to be explored). Each of the exercise locations will conduct their local discussions based on the scenario. This is a tried and tested methodology utilised for the delivery of Exercise Odette (pandemic flu exercise) in November 2017.</p> <p><i>In addition, it would be interesting to have local responders (Norwegian) present on the Viking Sky incident in Norway on 23rd March 2019 when she suffered engine failures during a storm close to the coast. Approximately 500 of 1,373 people were airlifted off the ship in a day. The logistics of how the local community responders dealt with the different issues would help ship evacuation planning for local authorities in the UK.</i></p>

Resilience Activities 2019

	Actions	Responsible Person / Organisation	Progress / Completion
		Resilience Advisor	

Date, time and venue	Resilience Activity	Aim and Objectives	Outcomes
		•	
	Actions	Responsible Person / Organisation	Progress / Completion